

# **Home Energy Assistance Program (HEAP) – *federally funded program that assists with home heating costs***

## **HEAP “PRE-SEASON” information for REGULAR HEAP**

**All households** that received HEAP assistance last season will receive a mail in HEAP application, for assistance with their main source of heat only, during the "early access" period. **The application mail out will commence August 25<sup>th</sup>, 2010.** HEAP does not formally open until **November 1, 2010.**

The Applications will be sent out in the following order. The mail process should take roughly 6 weeks. The application will arrive in an envelope with a return address “Home Energy Assistance Program” or “Erie County Dept. of Social Services- 478 Main Street”:

**1. Head of household age 66 or older and all other active members of HH are at least 60 years of age**

- a. These applications do not request income information; the income section is only 2 YES or NO questions
  - i. Has your HHs gross monthly income changed by more than \$500 since your last HEAP application? YES or NO
    1. If client answers YES, then we have to contact them for further info.
    2. If client answers NO then we use the income information provided last year and expedite processing of application.  
A very high percentage of clients 66 or older likely have not seen a change of \$500 to their income.
  - ii. The App also asks if clients would like to provide new income, even if the income has not changed since last year.
    1. If client answers NO then we use the income information provided last year and expedite processing of application.

**2. Head of Household under age 60 with a vulnerable member in house (disabled, age 60+, child age 5 or under)**

**3. Head of Household age 60-65**

**4. All other HHs that received HEAP assistance last season**

- Earned income proof (most recent four paystubs) for all members of household MUST be enclosed with HEAP applications. HEAP does not require proof of unearned income (social security, pensions, TA, etc.), clients must simply list amounts on application.
- Regular Benefits range from \$40-\$700
- If there is a shut off notice and HEAP approves the mail in application, heating company will be notified during the 1st week of November. HEAP cannot promise benefits to companies or stop collection activity until the program formally opens on November 1<sup>st</sup>, 2010.
- **If any household believes they missed the mailing**, they may call the **HEAP application request line at 858-1969**. For comprehensive program information, clients may call the **HEAP hotline at 858-7644**, visit [www.Erie.gov](http://www.Erie.gov), or visit the HEAP office at 478 Main St., Buffalo.
- If any client (TA/FS or non TA/FS, all ages) needs assistance with a heat-related electric bill because they have a shut off notice, assistance is not available until HEAP opens November 1<sup>st</sup>, 2010. Client may need to report to HEAP **or may be able to apply by phone.**
- **Clients who are receiving Temporary Assistance (TA) or Food Stamps (FS) as of the end of August should receive an eligibility notice of HEAP in November or December and a HEAP benefit on their heating bill in December or January. These HHs do not need to apply by mail for assistance.**

**HEAP App Request Line 858-1969**

**HEAP Hotline 858-7644**